

ABSTRACT

A method for call center to processing inbound call from a caller during a busy time is disclosed in which the caller will be assigned a place in the queue, an identification and a time window. The call center will keep the place of the caller after 5 the first call is disconnected. The caller shall call back within the time window assigned to him to claim his place in the queue. The caller may place the second call in any moment convenient to him within the time window, or even from a different telephone.